

Prior-Authorization Case Study

Transforming Prior-Authorization Fax Processing with nVizion IDP

The Hero:

One of the largest member-owned health insurers in North America. They serve **30 million members** across a vast national network that includes hundreds of thousands of providers and **more than 10,000 hospitals**.

Challenge

Our client faced a massive operational burden: nearly 300,000 prior-authorization faxes per month, almost 70 million pages annually. These documents required validation, indexing, and routing into various ECM systems. Before Lateetud, this work was outsourced to a third party at a cost of approximately \$1.80 per document plus \$0.008 per page, resulting in over \$7M cost annually.

Risks of maintaining the status quo:

- **Escalating costs** as fax volumes continue to grow
- **Operational bottlenecks** due to manual processing, slowing down prior-authorization approvals
- **Error risk from human data entry**, impacting compliance and member experience
- **Limited scalability** — manual processes cannot keep pace with rising healthcare demands
- **Employee strain** — repetitive, low-value tasks reduce morale and productivity

Solution

Our client adopted our Intelligent Document Processing (IDP) platform nVizion, to automate fax ingestion, validation, and routing. nVizion leverages machine learning and document intelligence to extract, classify, and index data directly into ECM systems.

Faxes are digitized and automatically read by nVizion, key data fields are validated against business rules, documents are indexed and routed to the correct ECM system without human any intervention. The system continuously learns, improving accuracy and throughput over time.

Benefits of deployment:

- **Cost reduction:** Significant savings by reducing reliance on third party.
- **Efficiency gains:** Faster throughput, reducing turnaround times for prior-authorization requests.
- **Scalability:** Ability to handle millions of pages without proportional increases in cost.
- **Accuracy:** Reduced manual errors, improving compliance and member satisfaction.
- **Future-proofing:** Self-learning capabilities ensure performance improves year over year.

Operational & Strategic Outcomes

7 Million Pre-Auths processed yearly	\$2,5 Million in direct savings at project kick-off	\$5 Million + in forecasted admin cost reduction in the first five years	70% Automation in six month's time
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The Human Benefit

Improved morale: Automation eliminates tedious tasks, leading to greater job satisfaction:

Reduced repetitive workload:	Staff are freed from manual fax validation and indexing
Focus on higher-value tasks:	Employees can dedicate time to member support, clinical review, and process improvement.
Enhanced collaboration:	With faster document routing, teams can respond more quickly to member needs, improving overall service quality.

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